

HANDLING EMOTIONS

WHAT IS THIS SKILL?

Coping with and handling your emotions is something we need to always keep in check, but especially at work. It's a skill which can be developed over time and this Challenge will show you how.

Emotions are what make us human. Try imagining a life without the feelings of joy, excitement or passion!

But our emotions, if not controlled, can get us into trouble. Who hasn't said something in a fit of anger which they later regretted? At work especially we need to become skilled at handling our emotions.



Being professional in the workplace means you are in control. Indeed, think about what sort of things can happen when emotions are not controlled in a workplace.

Emotional Intelligence.

The term emotional intelligence encompasses your ability to recognise and understand emotions in yourself and others, and your skill to use this awareness to manage your behaviour. Emotions impact upon performance and some emotions such as, confidence, enthusiasm, and optimism are crucial to success in the workplace as we will find out.

To begin, rate yourself as to how good you are at



SELF MANAGEMENT

Rate yourself

Handling Emotions



1

Not great



2

Need help



3

OK



4

Improving



5

Mastering



ARE YOU READY TO BETTER HANDLE YOUR EMOTIONS?





WHY THIS SKILL IS VITAL FOR WORK



Emotions can influence our behaviours, goals and decisions and even our productivity. As we mature as adults, we realise we don't have to be held captive by our emotions. There are important strategies we can learn which help us know how and where to express our emotions and make sure we differentiate between expressing our emotions in a professional setting and a personal setting.

A good boss will care for their staff, but they are not there as a social worker or counsellor and it's vital that you learn how to handle and control emotions.



Why handling emotions at work is important:

- **TEAM LIFE.** Most work is carried out in teams. Team members need to be reliable, consistent and professional. If one team member lets another down because they can't handle their emotions, the whole team can suffer.
- **CUSTOMER ENGAGEMENT.** Customers need a consistency of service. If staff display emotions and become angry or disrespectful, customers will leave.
- **HEALTH AND SAFETY.** Imagine if you are working in a company which provides health care or runs important transport infrastructure. If you are having a "bad day" and unable to handle your emotions you could put members of the public at risk.
- **PERSONAL EFFECTIVENESS.** Your ability to make decisions, build professional relationships and manage your work load and well-being are all tied up in how effective you are in handling your emotions.

It is not just employees who have to learn to handle their emotions. When things go wrong at work bosses and customers can become stressed or anxious and may want to blame someone. They may become angry or rude at staff. Managing your responses to irrational emotions of others is an important skill. Remember this saying:

"Don't do angry, when you are angry!"



Tips for controlling anger:

- Take a minute to think
- Go for a walk
- Drink water
- Take deep breaths
- Keep your Posture positive

**Control your anger,
it's just one letter
away from
danger**





HOW THIS SKILL IS RELEVANT TO MY PERSONAL LIFE

Events and stresses in your home life can often spill into your work life and vice versa. That's why it is important to think about the benefits of being more disciplined in how you handle your emotions in **all** areas of life.

A recent study found a link between being able to regulate your emotions with financial success, so focusing on how to get better at handling your emotions can literally pay off over time.

Learning the difference between showing your emotions in a professional setting and a personal setting, is really important in developing your career

Expressing your emotions
PROFESSIONALLY
in the
workplace



EMOTIONS

Expressing your emotions
PERSONALLY
outside of the
workplace





It is crucial that you recognise the time and place for expressing and sharing your emotions. This in itself is a safeguard for handling emotions. *“Not now, wait until I get home or see my friends,”* is a good brake on expressing an inappropriate action in the workplace.

Many emotions come to the surface when you are under a lot of stress, and managing your emotions at this time can be more difficult. Think of emotions as messages telling you things you have to attend to. Reducing stress, or finding more helpful ways to manage it, can help your emotions become more manageable.



Being able to handle your emotions is the first sign of good mental health. There are a range of really positive practices including meditation, healthy eating, good sleep, regular exercise and of course talking with friends and/or professional counsellors that can help you achieve good mental health.

When your Work-Life to Home-Life balance becomes strained your stress levels can increase. Make sure you recognise the signs of stress and the emotions of anxiety, fear, anger, (and others) which can surface when you are under pressure both at home and at work. Good communication is essential to being able to handle emotions, so talk to those in your home about how you feel.





How can I master this skill?

We have identified 5 tips which will help you get better at handling emotions.

Whenever you feel an emotion, think about what it is telling you.

Where is this feeling coming from, how is it showing in your body, your actions, your communication with other people?

What do you think is really behind this emotion?

What happened last time you felt this way, what worked last time?

How is your body reacting to this emotion?

What is the inner voice really saying to you?

Are you generalising and losing yourself in your emotions?

Are you catastrophizing or over thinking ?

Do you believe that “This too will pass”? If so when do you think it will?

Listen to how you talk to yourself.

Learn how to talk to yourself positively and be your own coach and best friend. Don't give in to despair

When you feel angry about someone think of something positive about them, this stops your thoughts escalating in a negative way.

What happens when you actively start thinking more positively about the person who caused this emotion in you?

Share your emotions, with close friends who you trust.

Identify friends or family members who you know well and who won't judge you, but will be honest with you.

Do you believe that you can act your way out of your feelings?

Have you tried role-play acting how to respond to someone, or changing your body language to help you control your emotions ?

What things would help you act more confidently ?

You can act your way into feeling long before you feel your way into acting.

If you wait until you feel like doing something you will likely never accomplish it.
John C Maxwell

Our bodies tell us a lot about how we are feeling, and when we look after our bodies our feelings can change.

Have you tried going for a run or doing some yoga or breathing exercises?

Learn how to relax and breathe.

When your emotional reserves are low, it's vital that you know how to relax and get away from your current environment, even for just an hour.

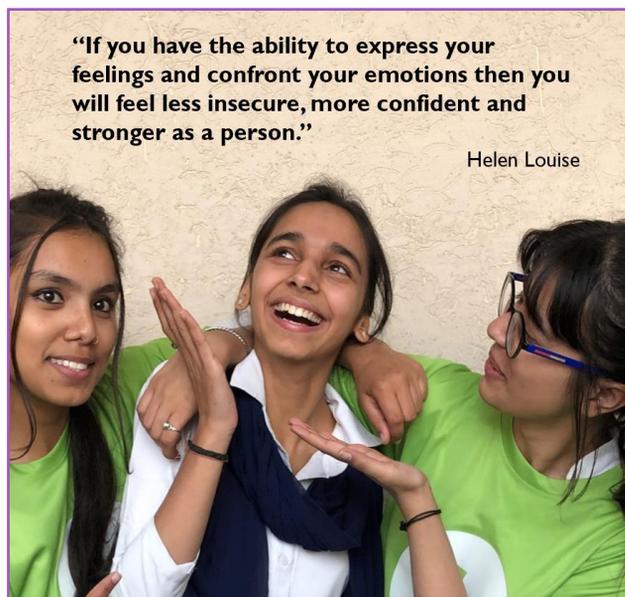
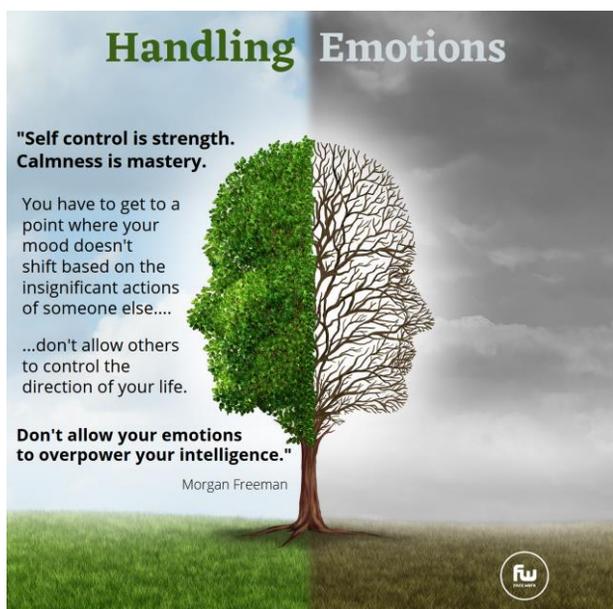
This challenge involves you talking to a friend about what you have learnt about in this Challenge sheet but with emotions and passion! In other words how do we use emotions appropriately to inspire and educate.

You could start this exercise by sending one of the pictures below via Instagram or WHATSAPP to the person using #emotions or #facework as a hashtag.

If you get some 'Likes' from close friends you know, why not follow it up with a message ***Can I share with you what I have learnt about Emotional Intelligence?***

If they say "yes" write yourself a short script giving the key points you have learnt from this Challenge sheet.

Use this script as a prompt for the talk or better still film yourself as a short vlog and review.



If you found this exercise helpful why not share your talk on Emotions and your top tips for others on the Facework website see <https://www.facework.online>

Finally, reflect on what you have learnt. How would you rate yourself now ?



SELF MANAGEMENT
Rate yourself

1	2	3	4	5
Not great	Need help	OK	Improving	Mastering
<input type="checkbox"/>				

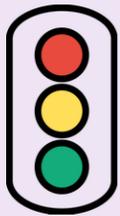


Handling Emotions

LEARNING BY DOING



1. To continue with my growth **handling emotions** what am I going to...



stop doing?

continue doing?

start doing?

2. Who is going to help me keep on track?

.....

3. How will I see the difference?

one week

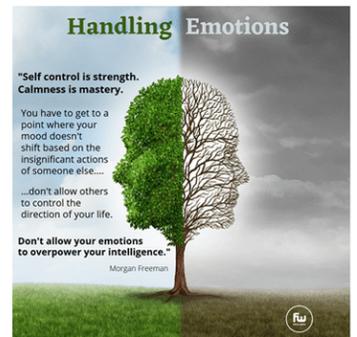
one month

one year.....

4. Who will I share my knowledge of this skill with?



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5. Which Character Strengths will I need? Highlight them below!

Appreciating Others	Bravery	Creativity	Curiosity	Fairness	Forgiveness	Gratitude	Honesty
Hope	Humility	Humour	Judgement	Kindness	Leadership	Love	Love of Learning
Perseverance	Perspective	Prudence	Self Regulation	Social Intelligence	Spirituality	Teamwork	Zest

Learn more about Character Strengths at www.facework.online